



## New Health Coverage Options for You!

### What is new?

The Department is seeking federal approval from the Centers for Medicare and Medicaid Services (CMS) to join most Iowa Medicaid programs together into one managed care program called IA Health Link. This new program will give you the same health coverage you know and use, but will be covered by a Managed Care Organization (MCO) that you get to choose.

In order to receive federal approval, Iowa will need to demonstrate that the Department, the MCOs, and your health care providers are ready to meet your needs through the new program. If the Department demonstrates that the new program is ready, it will begin on January 1, 2016.

### What is a managed care organization?

A managed care organization (MCO) is a health plan. The coverage offered by the providers in the MCO will be just right for you.

### Will my benefits change?

**Your benefits will not change and you do not need to do anything right now.** Your benefits will be covered by an MCO. The MCO that you choose will have a network of providers across Iowa for you to pick from. If you receive covered dental services, they will be the same. More information will be sent to you about your health plan options in the near future.

### Can I keep my provider?

You may be able to keep your current medical health providers and mental health providers until at least June 30, 2016, as long as your provider(s) choose to participate with the MCOs. Each managed care organization will have a network of providers across the state of Iowa. If you would like to change your provider, you can choose from the managed care organization's network of providers.

### How can I learn more?

To learn more, please visit [www.dhs.iowa.gov/ime/members](http://www.dhs.iowa.gov/ime/members) or call 1-800-338-8366, Monday through Friday, from 8 a.m. until 5 p.m.

You are being sent this letter because you are eligible for health coverage today. If you are no longer eligible for Medicaid on or before January 1, 2016, this letter will not apply to you.

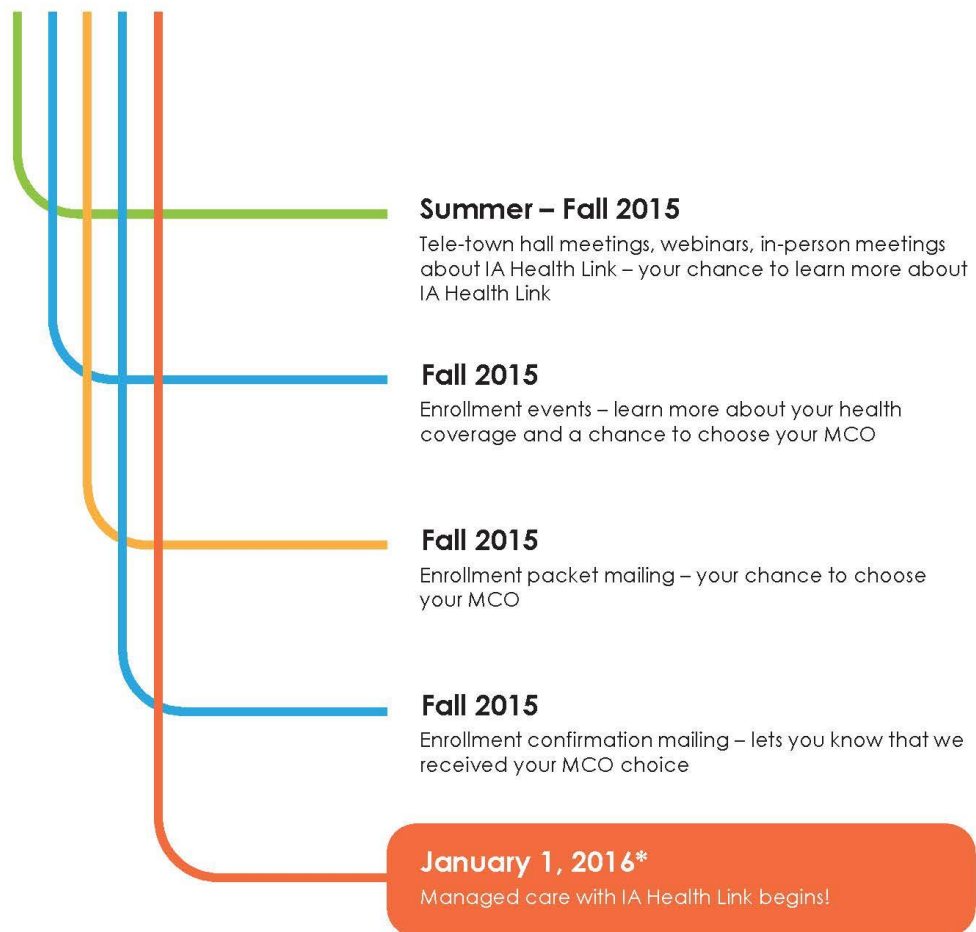
### Questions?

If you have any questions or comments about this change or your health coverage, please call the Iowa Medicaid Member Services Unit at **1-800-338-8366**, or in the Des Moines area at 515-256-4606. Help is available Monday through Friday, from 8 a.m. until 5 p.m. You may also email Member Services at [IMEMemberServices@dhs.state.ia.us](mailto:IMEMemberServices@dhs.state.ia.us).

*Para solicitar este documento en español, comuníquese con Servicios para Miembros al teléfono 1-800-338-8366 de 8:00 a.m. a 5:00 p.m., de lunes a viernes.*



## Steps to IA Health Link Timeline



\*Pending Centers for Medicare and Medicaid Services (CMS) approval



## IA Health Link Questions and Answers

Why am I changing to IA Health Link?

Understanding health care coverage can be difficult, especially if there are lots of different programs with different rules. IA Health Link brings Iowa Medicaid programs together into one program for individuals and families to get the best care they need.

What is managed care?

Managed care is a way to get help for all of your health care needs with one health plan. This is to help you stay healthy.

Where can I get care?

You can get care from any Iowa Medicaid provider. By June 30, 2016, you will need to check with your MCO to make sure that your provider(s) will continue to provide services through the MCO's provider network.

How do I know if a service is covered with IA Health Link or not?

All of your benefits that you were eligible for before IA Health Link will stay the same after January 1, 2016, unless your eligibility changes. All services are based on medical necessity. Your health professional is the best person to determine the medical necessity of a procedure for you. Your provider will work with Provider Services to determine if the service is covered.

I take medicine. Will it still be covered?

Yes. All benefits that are available to you today will continue with your MCO. Your MCO will provide coverage for your approved medicine.



## IA Health Link Questions and Answers

Can I change my MCO after the program begins?

We want you to have a MCO that you are comfortable with and can help you meet your medical needs. You may change your MCO at any time for good cause or you can change your MCO any time within the first few months. Needing services from a provider within a different MCO's network is an example of good cause.

What happens if I move?

If you move, please contact the Department of Human Services call center at 1-877-347-5678. We will update your address in our records. MCOs will have statewide coverage to allow for you to move through the state without having to change coverage.

What will I need to do now?

**You do not need to do anything at this time.** You will get a notice to let you know when you need to make a health plan choice.

Will I have to pay for IA Health Link?

If you had any form of cost sharing before IA Health Link, it will continue after January 1, 2016.

Where do I go for help?

If you have questions about IA Health Link, please call the Iowa Medicaid Member Services Unit at **1-800-338-8366** or in the Des Moines area at 515-256-4606. Help is available Monday through Friday, from 8 a.m. until 5 p.m. You may also email Member Services at [IMEMemberServices@dhs.state.ia.us](mailto:IMEMemberServices@dhs.state.ia.us).

*Para solicitar este documento en español, comuníquese con Servicios para Miembros al teléfono 1-800-338-8366 de 8:00 a.m. a 5:00 p.m., de lunes a viernes.*